

RFP No. 3862

To: Vendors Responding to Request for Proposal (RFP) Number 3789 and RFP Number 3862 for the University of Mississippi Medical Center (UMMC)

From: Craig P. Orgeron, Ph.D.

Date: December 8, 2015

Subject: Revisions to RFP Number 3789 and Opportunity for New Proposal Submissions

Contact Name: Donna Hamilton

Contact Phone Number: 601-432-8114

Contact E-mail Address: Donna.Hamilton@its.ms.gov

1. Overview

The State issued RFP No. 3789 for the acquisition of a Learning Management System for the University of Mississippi Medical Center on June 2, 2015. The evaluation team has completed the technical evaluation of proposals submitted in response to RFP No. 3789. The State is unable to award RFP No. 3789 due to inconsistencies in the provision of healthcare content making it difficult for the evaluation team to perform the cost evaluation. In addition, the State has removed the "Mandatory" designation of some requirements to provide more flexibility for Vendors. Since this RFP was previously released as RFP No. 3789 and the State was unable to proceed with the award, the State has decided rather than beginning a new procurement process to allow existing Vendors and new Vendors an opportunity to respond to a revised RFP. The new RFP documents will include the original RFP No. 3789 and this memorandum that will be identified as RFP No. 3862.

2. Instructions

- 2.1. All Vendors must submit a Letter of Intent, Exhibit B, by Tuesday, December 22, 2015, indicating their intent to respond to RFP No. 3862. Vendors that do not provide a Letter of Intent cannot respond to RFP No. 3862.
- 2.2. All Vendors must attend a mandatory vendor web conference on December 29, 2015, in order to submit a response. Vendors must contact Donna Hamilton for instructions on entering the conference by 3:00 p.m. CST on Monday, December 28, 2015.
- 2.3. Vendors that responded to RFP No. 3789 will only be required to respond to Item 4, *Revisions to RFP No. 3789*. Vendors that responded to RFP No. 3789 are: Halogen

Software, HealthStream, Inc., Instructure, Inc., Learnsoft Technology Group, Inc., NetDimensions Healthcare, and Saba Software, Inc.

- 2.4. Vendors that did not respond to RFP No. 3789 but now wish to respond must submit a response to the original RFP No. 3789, including Amendment No. 1, and RFP No. 3862.

3. Procurement Project Schedule

Task	Date
First Advertisement Date for RFP	12/08/15
Second Advertisement Date for RFP	12/15/15
Deadline for Letter of Intent	3:00 p.m. Central Time on 12/22/15
Mandatory Vendor Web Conference	3:00 p.m. Central Time on 12/29/15
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 1/5/16
Deadline for Questions Answered and Posted to ITS Web Site	1/13/16
Open Proposals	1/22/16
Evaluation of Proposals Begins	1/22/16 – 2/5/16
Vendor Demonstrations	TBD
ITS Board Presentation	3/17/16
Contract Negotiation	TBD

4. Revisions to RFP No. 3789

4.1. Section VII Technical Specifications, Item 9.3 is being modified to read:

- 9.3 ~~Mandatory~~— All UMMC data must remain within the continental United States borders. At no time will the transmission or storage of any UMMC data be permitted to any resource outside of the United States.

4.2. Section VII Technical Specifications, Item 9.4 is being modified to read:

- 9.4 ~~Mandatory~~— All hosting agencies must show documented policies and procedures. This is to include Standard Operating Procedures (SOP), Data Breach procedures, and notification procedures.

4.3. Section VII Technical Specifications, Item 9.5 is being modified to read:

- 9.5 ~~Mandatory~~— Data at rest must be encrypted using AES-256 or greater encryption algorithms.

4.4. Section VII Technical Specifications, Item 9.19 is being modified to read:

- 9.19 ~~Mandatory~~— Items 9.3 – 9.19 are subject to audit by UMMC personnel.

4.5. Section VII Technical Specifications, Item 11.2.3.2 is being modified to read:

- 11.2.3.2 The Vendor must provide tiered pricing beginning with ~~40,100~~–10,500 users, pricing which includes a projected 5% growth annually and unlimited users ~~content~~.

4.6. Attachment A, System Requirements, Item 6.2 is being modified to read:

6.2 ~~MANDATORY~~. The system must provide a library of learning content specific to the Healthcare industry.

6.2.1 The State is providing a list in Exhibit A, *Required Course Categories*, of required courses that must be provided with the base solution. For all categories, the Vendor must list all courses offered per category, indicate whether the course is offered through a 3rd party, and provide pricing.

6.2.1.1 Vendor must list all courses offered for Abuse/Neglect.

6.2.1.2 Vendor must list all courses offered for Age Specific Care.

6.2.1.3 Vendor must list all courses offered for Communication.

6.2.1.4 Vendor must list all courses offered for Compliance/HIPAA.

6.2.1.5 Vendor must list all courses offered for Cultural Competence and Diversity.

6.2.1.6 Vendor must list all courses offered for Customer Service.

6.2.1.7 Vendor must list all courses offered for Device/Product Training.

6.2.1.8 Vendor must list all courses offered for Emergency Preparedness.

6.2.1.9 Vendor must list all courses offered for Employee Safety.

6.2.1.10 Vendor must list all courses offered for Environment of Care.

6.2.1.11 Vendor must list all courses offered for Free Clinical Staff Continuing Education Offerings.

6.2.1.12 Vendor must list all courses offered for Harassment.

6.2.1.13 Vendor must list all courses offered for Infection Control.

6.2.1.14 Vendor must list all courses offered for Life Support (BLS, PALS, ACLS, NRP).

6.2.1.15 Vendor must list all courses offered for Medical Ethics.

6.2.1.16 Vendor must list all courses offered for Pain Management.

6.2.1.17 Vendor must list all courses offered for Patient Safety.

6.2.1.18 Vendor must list all courses offered for Performance Improvement in the Workplace.

6.2.1.19 Vendor must list all courses offered for Perioperative Courseware.

6.2.1.20 Vendor must list all courses offered for Teamwork/Communication.

6.2.1.21 Vendor must list all courses offered for Workplace Violence.

6.2.2 Vendors that do not provide course offerings for each category are at risk of facing elimination.

6.2.3 Vendor must provide a unit cost for each course offering that will be multiplied by 10,500 users to determine the Extended Cost for each course. This calculation is for evaluation purposes only and does not indicate anticipated enrollment for any course offerings.

6.2.4 Vendor must acknowledge that he is responsible for guaranteeing pricing for courses offered through Third-Party Vendors. UMMC will not contract separately for such courses.

6.2.5 In addition, the State requires that Vendors provide the complete catalog of all courses offered along with pricing. The course catalog and pricing will be included with the negotiated contract for future purchases.

4.7. Vendors must submit a complete cost proposal using the enclosed Cost Information Submission Form. Vendors must use the attached tables to re-submit cost. Additional explanatory detail may be included with the completed tables. Vendors may include their course catalog and pricing in a separate document. Vendors' original cost submissions submitted in response to RFP No. 3789 are no longer valid.

Vendor must deliver Letter of Intent responses to Donna Hamilton at ITS by 3:00 p.m. (Central Time), December 22, 2015. Vendors must deliver RFP responses to Donna Hamilton at ITS by 3:00 p.m. (Central Time), January 22, 2016. Responses may be delivered by hand, by regular mail, overnight delivery, e-mail, or by fax. The fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF LETTER OF INTENT OR RFP RESPONSES. It is solely the responsibility of the Vendor that responses reach ITS on time. Vendors should contact Donna Hamilton to verify the receipt of their responses. Responses received after the deadline will be rejected.

If there are any questions concerning the information above, or if we can be of further assistance, please contact Donna Hamilton at 601-432-8114 or e-mail at donna.hamilton@its.ms.gov.

Enclosures: Section VIII, Cost Information Submission Form
Exhibit A, Required Course Categories
Exhibit B, Vendor Notification of Intent to Propose

SECTION VIII

COST INFORMATION SUBMISSION

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

Category	Quantity	Unit Cost	Extended Cost
One-time Costs:			
1. Implementation/setup including minor customizations		\$	\$
2. Training (specify options and differentiate between internal user training and Administrator training)		\$	\$
Internal User Training (specify number of students per option)		\$	\$
Administrator Training (1-2)		\$	\$
3. Professional Services (Custom Enhancements)		\$	\$
4. Professional Services (Other – please specify)		\$	\$
5. Conversion		\$	\$
6. Other (please specify)		\$	\$
Total Initial Cost (Items 1-6)			\$
Annual Costs:			
Annual Subscription Fee (if maintenance and/or hosting fees are not included, Vendor must provide the yearly fee for maintenance and/or hosting.)			
Year 1		\$	\$
Year 2		\$	\$

Year 3		\$	\$
Year 4		\$	\$
Year 5		\$	\$
Other (please specify)		\$	\$
Total Annual On-going Cost		\$	\$

EXHIBIT A

Required Course Categories

Vendors must propose all courses available for each category listed below. Vendor must provide a Unit Cost for each course. If Vendor indicates a course is not part of the base solution, the Vendor must indicate the name of the Third-Party Vendor that provides the course. See Item 4.6 above for more details.

Category	Part of Base Solution (Y/N)	Third-Party Vendor Name	Unit Cost	Extended Cost
Abuse/Neglect				
• Course Name* ¹			\$	\$
• Course Name			\$	\$
Age Specific Care				
• Course Name			\$	\$
• Course Name			\$	\$
Communication				
• Course Name			\$	\$
• Course Name			\$	\$
Compliance/HIPAA				
• Course Name			\$	\$
• Course Name			\$	\$
Cultural Competence and Diversity				
• Course Name			\$	\$
• Course Name			\$	\$
Customer Service				
• Course Name			\$	\$
• Course Name			\$	\$
Device/Product Training				
• Course Name			\$	\$
• Course Name			\$	\$
Emergency Preparedness				
• Course Name			\$	\$
• Course Name			\$	\$
Employee Safety				
• Course Name			\$	\$
• Course Name			\$	\$
Environment of Care				
• Course Name			\$	\$
• Course Name			\$	\$
Free Clinical Staff Continuing Education Offerings				
• Course Name			\$	\$
• Course Name			\$	\$
Harassment				
• Course Name			\$	\$
• Course Name			\$	\$

Infection Control				
• Course Name			\$	\$
• Course Name			\$	\$
Life Support (BLS, PALS, ACLS, NRP)				
• Course Name			\$	\$
• Course Name			\$	\$
Medical Ethics				
• Course Name			\$	\$
• Course Name			\$	\$
Pain Management				
• Course Name			\$	\$
• Course Name			\$	\$
Patient Safety				
• Course Name			\$	\$
• Course Name			\$	\$
Performance Improvement in the Workplace				
• Course Name			\$	\$
• Course Name			\$	\$
Perioperative Courseware				
• Course Name			\$	\$
• Course Name			\$	\$
Teamwork/Communication				
• Course Name			\$	\$
• Course Name			\$	\$
Workplace Violence				
• Course Name			\$	\$
• Course Name			\$	\$

¹Add as many rows as necessary to list all courses for each category.

EXHIBIT B
Vendor Notification of Intent to Propose
in Response to RFP Number 3862
for a Learning Management System

ITS requires that Vendors mail, e-mail, or fax this form to the attention of the project contact, **Donna Hamilton, by 3:00 P.M. Central Time, Tuesday, December 22, 2015** indicating the Vendor's intention to participate in this procurement project by making a subsequent proposal by the RFP due date and time.

This information is required to allow the ITS staff to gauge prospective participation in this project and monitor receipt of the indicated proposals as the due date and time arrives.

Please note: Vendors are required to file this form in order to participate in this RFP project.

To: Donna Hamilton ITS 3771 Eastwood Drive Jackson, MS 39211 Donna.Hamilton@its.ms.gov Office: 601-432-8114 Fax Number: 601-713-6380

I intend to submit a proposal in response to the RFP indicated below:

RFP Number: 3862
Project Title: UMMC Learning Management System

(Signature)

(Company Name)

(Name)

(Address)

(Title)

(Address)

(E-mail address)

(Phone Number)

(Fax Number)